



Some Wisconsin towers track their trucks with iPads so that they can send their nearest resources when needed.

High-Tech Towing: Quick Clearance & Traffic Incident Management

Many Wisconsin towers are tossing out their paper ledgers and stacks of carbon copies to go high-tech. The days of customers waiting to receive an invoice in the mail or even to find out the status of their tow are just memories as technology allows them to pay instantly and even watch their vehicle's recovery live on iPads and smart phones. These advancements, in addition to high-tech equipment, put the towing industry on the cutting edge of the 21st century.



Prairie Land Towing in Sun Prairie is one example of a local towing company that has gone completely paperless. Tow trucks that are Wi-Fi-equipped can respond to incidents much more quickly, improving quick clearance times. "All of our trucks have a mobile hot spot, iPad and a GPS so the software knows where the truck is, the dispatcher knows what the closest resources are and the preferred truck to send," says Prairie Land Towing Owner Todd Menzel.

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TIME PROGRAM ANNOUNCEMENTS

TIME Program Community,

From record lows to record snows, from record crashes to LP shortages. This past winter hit Wisconsin pretty hard. However, in true Wisconsin fashion, we hung in there until the snow melted, the rivers began to return to their normal levels and the grass started turning green. Such is winter in our fine state.



Dave Spakowicz
TIME Program Manager

The TIME Program was also extremely busy over the winter months. From facilitating After Action Reviews (AAR) for the major crashes that occurred on December 8, 2013 to working with the five DOT regions and developing the spring TIME Meetings agendas.

One of our main goals for TIME Meetings is to ensure all attendees take at least one thing away from the meeting that they thought was beneficial. From new technology, even if it may not be present in your area to situational awareness videos/articles that try to emphasize the fact that even though you as a responder think you may be safe because of your reflective clothing; properly arranged TIMA, adequate advanced warning signage, etc. Still, you can never let your guard down to the very important updates on construction occurring in your region.

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Spring ETO Exercise Wrap



Flooding was one scenario that was analyzed during the 2014 Spring ETO Exercises.

Preparations are underway for the next round of Emergency Transportation Operations (ETO) exercises.

The annual spring exercises are complete, with more than 230 individuals having attended the six tabletop exercise training sessions that were held throughout the state.

These exercises involved a multi-dimensional incident on the interstate system that included crashes, flooding, delayed vehicle recovery issues, detour routes, a hazardous materials spill as well as a local tourism event that presented public information challenges.

Represented in the sessions were members of WisDOT, State Patrol, county and local law enforcement, fire and EMS, emergency management from the state, county and local levels, as well as DNR wardens, National Guard officers, public safety telecommunications and the private towing/recovery industry.

The diverse backgrounds of the participants fostered the sharing of information, perspectives and general networking opportunities that will translate into improved emergency responses for real world incidents on our critical highway transportation system.

Towing Technology (continued from Page 1)

For Menzel, going all digital was a business decision. He was able to do more business and cut costs with the same number of employees. Menzel hired a company to develop an iPad app for his business that creates a remotely accessible digital database so that information does not need to be relayed multiple times between the office and the field.

He also requires his drivers to make phone calls on an iPad app, which allowed him to save a lot of money by eliminating cell phone plans.

"I cut my communication and tracking expenses by two-thirds, and I was able to take my exact same staff and do 10% more volume. I'm more efficient, and able to get more work done because I'm more efficient." Says Menzel

Going paperless is no easy task. Not only is getting new equipment and software a big cost up front, training employees on a completely new system is a huge time investment. Menzel says that at first some employees didn't feel comfortable with the changes, and thought they were cumbersome.

"In the first 6 months it was 23% less efficient than pen and paper because of the learning curve. People had a hard time switching from pen and paper due to using a different system...but after 6 months I was 18% more efficient than I was the day I started."

Jerry's Towing is in the process of going paperless now. Owner Dave Wilkens says it's the latest step the company is taking to take advantage of technology that can improve efficiency in the towing business. The 52-year-old company started upgrading its technology in 2003 when the principles of quick clearance spread to Wisconsin. "We started getting into that mindset of having the right equipment in the right places and the right assets. The vision of quick clearance was already in place in other states, so we were just launching it in this part of the country," said Wilkens.

Jerry's Towing took its first big step in the high-tech direction a couple of years ago by investing in digital radios. "We instituted a new high tech digital radio system that let us talk between all of our locations. We were able to have one dispatch center for all five counties, instead of only one or two counties."

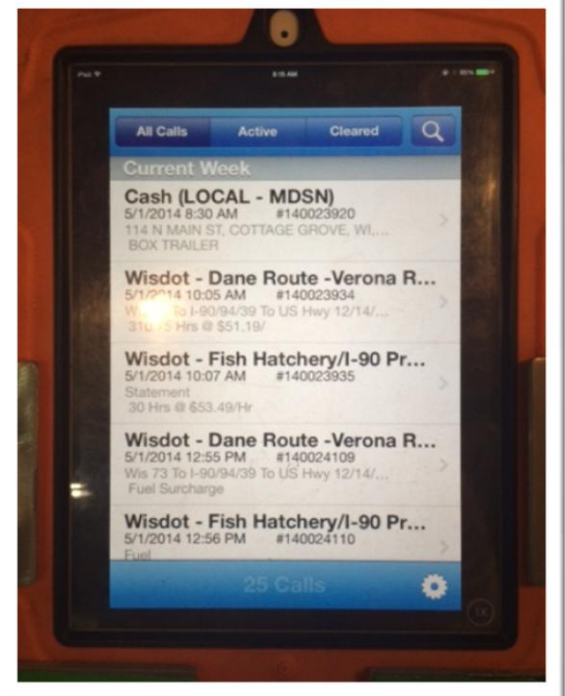
More recently, Wilkens started installing cameras in his fleet in order to improve transparency and visibility in the field. The cameras have proven to be a valuable tool for customers and law enforcement, in addition to his staff. "If there is an incident on the roadway we can have a live video stream. Our customers can log in and view their recovery and we encourage state patrol to utilize our services."

(Continued Page 7)

"We started getting into that mindset of having the right equipment in the right places and the right assets. The vision of quick clearance was already in place in other states, so we were just launching it in this part of the country."



Prairie Land towing uses an iPad app that lets towers remotely access a digital database. Now information does not need to be relayed multiple times between the office and the field.



Towers can utilize iPads in their trucks that show a range of information, including where resources are located at any given time.



SAVE THE DATE



The 40th Annual Governor's Conference on Highway Safety
 August 27-28, 2014, Pre-Conference Training August 26
 KI Convention Center, Green Bay WI

The TIME Program is proud to help host the 40th Annual Governor's Conference on Highway Safety this summer in Green Bay. The conference offers an array of trainings and workshops by safety experts from a wide variety of backgrounds and disciplines

Arrive on August 26 to attend any of the FREE pre-conference trainings, and then stay to attend the conference on August 27 and August 28. The conference sessions may qualify for acceptable in-service training hours for law enforcement, depending on your agency.

Registration information will be available soon! Watch for an email from Event Brite; our online registration partner.

PRECONFERENCE TRAINING

- Traffic Safety Grants Training
- WI Emergency Traffic Control & Scene Management Guidelines Training
- TIM Training for Dispatchers and Transportation Management Center (TMC) Operators
- EMS Refresher Class
- EMS Director's Course

WORKSHOP TOPICS

- Drugged Driving
- Information on Media and Messaging
- Intelligent Transportation Systems
- Crash Data Analyses
- High Visibility Enforcement
- After Action Reviews
- Traffic Incident Management
- Towing
- MACH
- And much more!!!

More information is available on the TIME Coalition website, www.wisconsinintimecoalition.org.

Scholarships Available for the Governor's Conference on Highway Safety

Members of volunteer responder agencies and students entering first responder-related or engineering professions are eligible!

Atkins, a design, engineering and project management consultancy, is supporting the TIME Program by offering two scholarships to help bring new attendees to the 2014 Governor's Conference on Highway Safety.

The scholarship will cover the fee to attend the conference and a one-night hotel stay at the KI Convention Center in Green Bay. At the conference, lunch will be provided to attendees on the first day, and breakfast and lunch will be provided the second day.

To enter for your chance to win a scholarship, explain in 250 words or less why it would benefit you or your agency to attend the 2014 Governor's Conference on Highway Safety. Email your essay to timeprogram@dot.wi.gov by June 16, 2014.

Essay Requirements

Length: 250 words or less

Font/Font Size: Arial 12

Spacing: Single

Eligible Applicants:

Member of volunteer responder agencies and students entering first responder-related or engineering professions.

Deadline: June 16, 2014

Notification Date: June 30, 2014

Contact information:

timeprogram@dot.wi.gov

Bluetooth Technology Enhances WisDOT Travel Time Information

The Wisconsin Department of Transportation (WisDOT) has added new high-tech tools to its data collection kit. For the first time, Bluetooth technology will be integrated into WisDOT's existing travel time information system.

The new detectors will supplement existing freeway travel time by providing data along routes off the freeway system, where travel times have not been available in the past.



They will also help fill gaps along current travel time routes. Once integration and testing of the new Bluetooth technology is complete, the new travel time information will be posted for drivers on Dynamic Message Signs (DMS) along state and local roads. Eventually, this information could also be posted on the Wisconsin 511 traveler information website.

About 50 Bluetooth detectors have already been installed at the site of three major construction projects; the Verona Road (US 18/151) Project in the Madison area, the Zoo Interchange Project in Milwaukee and the I-39/90 Expansion Project between Madison and Illinois. By the time these projects are complete, the number of new Bluetooth detectors could nearly double.

*Top Image: Metal boxes at several locations house WisDOT's new Bluetooth technology.
Bottom Image: A close-up picture of one of the new Bluetooth detectors.*



WANTED - TIME Award Nominees!

Do you know someone who is dedicated to promoting Traffic Incident Management (TIM)? If so, let us know. The WisDOT TIME Program is looking for nominees to receive recognition for their dedication to improving responder safety, quick clearance and interoperable communications.

Every August at the Governor's Conference on Highway Safety, the TIME Program honors individuals and agencies that have showed integration of TIM protocols into their organization throughout the year.

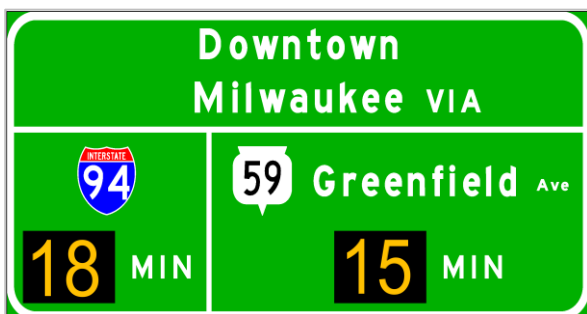
The TIME Program Participant Recognition Award is intended to recognize an individual who shows regular participation in TIME Program initiatives such as After Action Reviews (AARs), incident debriefings, and active Emergency Traffic Control and Scene Management Guidelines training and outreach. This individual works to integrate these initiatives and principles into the culture of their agency through training and utilizing the Guidelines within their agency.

The TIME Innovation Award is intended to recognize innovative approaches, technologies and/or solutions that support the TIME Program mission of improving responder safety, enhancing the safe, quick clearance of traffic incidents, and supporting prompt, reliable and interoperable communications.

If there are any individuals or agencies that you would like to recommend for a TIME Program Participant Recognition Award or a TIME Innovation Award, please contact timeprogram@dot.wi.gov, Nicole.Miller@dot.wi.gov or David.Spakowicz@dot.wi.gov.

Please limit your nomination(s) to one page (8 1/2 X 11), single spaced in 12-point Times New Roman font by July 16

New WisDOT Technology – Hybrid DMS Signs



You'll see data from WisDOT's new Bluetooth detectors popping up on some new types of signs across the state.

WisDOT has acquired several Hybrid Dynamic Message Signs (DMS). The new DMS signs have LED message panels embedded in traditional road signs. The new signs will display real-time travel information on some routes.

Benefits to using these new signs over traditional DMS are better legibility, shorter reading time, smaller sign size, and lower operation costs.



Register for the TIME Coalition Website

The WisDOT TIME Coalition is pleased to unveil its updated website. The redesigned site offers innovative new tools that will help to connect and engage TIME Coalition Partners and TIME Program participants, and further the TIME Coalition mission of improving responder safety; enhancing the safe, quick clearance of traffic incidents; and supporting prompt, reliable, interoperable communications.

The new TIME Coalition website now offers several useful and interactive features to help share TIME Coalition and TIME Program news and events, best practices, materials, and ideas:

- **An events calendar** allows partners to post their TIM-relevant events online. Recent events posted online include ETO and TIME Training sessions, and partner training and conferences.
- TIME Coalition and Program members can now share TIM ideas and materials.
 - **The Online Forum** allows approved members to create posts relevant to the TIM community. Anyone who creates a username will have the ability to comment on these posts, and engage in the conversation.
 - **The Online Repository** allows TIME Coalition and Program members to upload and download documents, presentations, videos, and other files to help educate, train and inform partner agencies. There are currently many different training and outreach materials available to partners online, including: information about citations in roundabouts, the Traffic Control & Scene Management Guidelines, the Towing and Recovery Call-out Checklist, and more.



To explore the new website features, head to www.wisconsinintimecoalition.org. Find the option to log in at the bottom left of the page and create a username and profile.



WISCONSIN
511 Next Generation
Traveler Information



For real-time traveler information:



Go online at 511wi.gov



Or dial 511 on your phone

The improved Wisconsin 511 System is here!

If you haven't checked it out already, head to 511wi.gov to get real-time travel information!

Upgrades Include:

- New website
- Smartphone compatible web interface
- Better voice recognition
- Road hazard reporting
- Freight Resources

Use Wisconsin 511 to find:

- Highway travel times
- Traffic speeds
- Winter road conditions
- Road construction information
- Travel camera access
- Traffic and accident alerts

New Features Coming Soon:

- My 511WI personalized travel information
- A 511 Smartphone App



2014 TIME MEETING SCHEDULE Summer and Fall

July 10, 2014.....9:00 AM – 12:00 PM

Southwest Region

WI State Patrol – DeForest Post
DeForest 911 W. North St., DeForest, WI 53532

July 10, 2014.....5:00 PM – 8:00 PM

Southwest Region

Western Technical College
Sparta Public Safety Training Center
11177 County A, Sparta, WI 54656

July 24, 2014.....9:00 AM – 12:00 PM

Southeast Region

WisDOT Statewide Traffic Operations Center (STOC)
433 W. St. Paul Ave., Milwaukee, WI 53203

September 25, 2014.....9:00 AM – 12:00 PM

Southeast Region

WisDOT Statewide Traffic Operations Center (STOC)
433 W. St. Paul Ave., Milwaukee, WI 53203

October 1, 2014.....6:00 PM – 8:00 PM

Southwest Region

Wisconsin Dells Municipal Building
300 La Crosse St., Wisconsin Dells, WI 53965

October 2, 2014.....6:00 PM – 8:30 PM

Southwest Region

Beloit Utilities and Engineering Facilities Building
2400 Springbrook Ct., Beloit, WI 53511

October 8, 2014.....9:00 AM – 12:00 PM

Northwest Region

Town of Washington – Town Hall
5750 Old Town Hall Rd., Eau Claire, WI 54701

October 8, 2014.....5:30 PM – 8:30 PM

Northwest Region

Washburn County Highway Department
1600 County H, Spooner, WI 54801

October 15, 2014.....9:00 AM – 12:00 PM

Northeast Region

Brown County Project Office
Northern US 41/US 141/STH 172
1940 W. Mason St., Green Bay, WI 54303

October 22, 2014.....6:00 PM – 8:30 PM

North Central Region

Marathon County Sheriff's Department
500 Forest St., Wausau, WI 54403

October 23, 2014.....6:00 PM – 8:30 PM

North Central Region

TBD

October 30, 2014.....9:00 AM – 12:00 PM

Northeast Region

Winnebago County Sheriff's Department
Southern US 41/STH 441
4311 Jackson St., Oshkosh, WI 54901

November 6, 2014.....9:00 AM – 12:00 PM

Southwest Region

WisDOT SW Region Madison Office
2101 Wright St., Madison, WI 53704

November 12, 2014.....9:00 AM – 12:00 PM

Northeast Region

Sheboygan County Highway Department
I-43 & Lakeshore Counties
1211 N. 23rd St., Sheboygan, WI 53081

November 13, 2014.....9:00 AM – 12:00 PM

Southwest Region

WisDOT SW Region Office
3550 Mormon Coulee Rd., La Crosse, WI 54601

December 4, 2014.....9:00 AM – 12:00 PM

Southeast Region

WisDOT Statewide Traffic Operations Center (STOC)
433 W. St. Paul Ave., Milwaukee, WI 53203

The next TIME Coalition Meeting will take place at the 40th Annual Governor's Conference on Highway Safety.

ABOUT THE WisDOT TIME PROGRAM

Wisconsin recognizes the importance of Traffic Incident Management (TIM) in maintaining the operational safety and efficiency of the state's roadways. The Traffic Incident Management Enhancement (TIME) Program is a comprehensive, multi-agency, multi-discipline program, led by WisDOT, and dedicated to:

- Improving responder safety;
- Enhancing the safe, quick clearance of traffic incidents;
- Supporting prompt, reliable, interoperable communications.

Email us at timeprogram@dot.wi.gov for more information.

Towing Technology continued from Page 2

Wilkins says the cameras can improve traffic incident management, too. "We can use live streaming video to enforce Move Over Laws. Post crash recovery, we learn from best practices of what we did and didn't do at the scene. Instead of a roundtable you have a video to learn from."

Menzel thinks that technology is already making it easier for towers to work with public agencies. He says the information from the Statewide Traffic Operations Center helps his drivers monitor traffic conditions when en route to incidents.

"I think having access to WisDOT's sites, watching congestion, and access to DOT communication helps us respond better." He thinks what his drivers do at the scene also helps insurance companies. "We take pictures before we move anything on the scene and document the site. When the insurance company is trying to figure out who's at fault they can see what really makes sense."

Menzel says that increasing the use of high-tech tools in the field can only mean more efficiency when it comes to quick clearance. Some fire and law enforcement agencies are already using cell phones to send photos to help identify which towing equipment is needed at the scene of incidents. Menzel thinks that encouraging expanded use of technology in the field can help make public and private relationships even better.

"Moving forward, if we can come together and share information, it will do us all a lot of good. "

Wilkins agrees. "At the end of the day, it's about the safety of the motoring public, and these technological upgrades will help that."

How the STOC Can Work For You

The Statewide Traffic Operations Center (STOC) is staffed 24/7 to help public safety responders in traffic incident management.

- The STOC currently has 319 cameras around Wisconsin to help verify incidents on state-owned roads.
- Public safety agencies can view the STOC's live streaming video feeds online if they have a login. Head to <http://transportal.cee.wisc.edu/video/> to request an account.

Need A Traffic Video?

If an incident is picked up by one of the STOC traffic cameras, it may be available to your agency.

Contact the STOC for any video requests relating to incidents, criminal investigations, or agency training. Video is saved for three days and then deleted, unless a request to save an incident is received. The incident is then saved for 120 days.

Call the STOC for assistance with:

• Signal Knockdowns/Malfunctions • Infrastructure Damage • Flooding • Traffic Incidents • Operators are available 24/7 at:

1-800-375-7302 (Not for public use)

TIME Program Announcements Continued from Page 1

We must all constantly be aware of our surroundings at traffic incidents and watch out for our fellow responders. Too often I read about crashes at incidents in which responders are injured and they thought they were doing everything correctly. But the human element involved in driving the vehicle made an error, was distracted, or simply wasn't paying attention and caused a secondary crash and/or an injury to a responder. It continues to be very dangerous on our roadways when assisting at traffic incidents.

The TIME Program is currently starting to ramp up its efforts in support of the 40th Annual Governor's Conference on Highway Safety scheduled for August 27-28, 2014 in Green Bay. The TIME Program is working closely with DOT's Bureau of Transportation Safety (BOTS) and has developed 10 TIM-related presentations for the conference. In addition, there will be a TIME Coalition Meeting on August 26th. The Coalition consists of 15 federal, state and local member organizations that all have a vested interest in Traffic Incident Management. Whenever there is a Coalition meeting, all TIM-related organizations are represented; from law enforcement to EMS, from the Towing industry to Insurance companies. Every discipline brings a different perspective to a TIM discussion. That is why the Coalition's input in the TIME Program is so important.

I hope everyone has a safe and enjoyable summer while either working or traveling throughout our fine state. I will continue to strive to increase participation in regional TIME Meetings, but more importantly, I will strive to ensure more and more responders utilize safe and sound TIM protocols in order to make an incident scene the safest possible for all responders.

If there is ever anything you need from the TIME Program, or if there is something you would like the TIME Program to start to do, please don't hesitate to ask. The TIME Program is here to help educate and serve all that work to keep our roadways safe, open and most importantly, free from responder injury. Please stay safe!

David L. Spakowicz
TIME Program Manager

